

Nguyen, Cuong

**From:** cnguyen9@cox.net  
**Sent:** Saturday, April 12, 2003 11:07 AM  
**To:** Cuong.Nguyen@USPTO.GOV  
**Subject:** 08/890928 ACD refs.

**You looked for the following: (acd AND (call W center) AND agent)<TITLE OR ABS>  
22 matching documents were found.**

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Basket	Patent	Title
<input type="checkbox"/>	<b>0</b>	<b>Number</b>
<input type="checkbox"/>	<a href="#">US6512825</a>	Queue-based distinctive ringing in a call center system
<input type="checkbox"/>	<a href="#">US2002159475</a>	Integrated internet and voice enabled call center
<input type="checkbox"/>	<a href="#">US6404747</a>	Integrated audio and video agent system in an automatic call distribution environment
<input type="checkbox"/>	<a href="#">US2002054587</a>	Integrated customer web station for web based call management
<input type="checkbox"/>	<a href="#">TW425809</a>	Method and apparatus for automatic call distribution
<input type="checkbox"/>	<a href="#">US6122364</a>	Internet network call center
<input type="checkbox"/>	<a href="#">WO0049794</a>	A CALL-CENTER WITH AGENTS THAT ARE DISTRIBUTED OVER THE INTERNET
<input type="checkbox"/>	<a href="#">EP1030504</a>	Web-based call center system with web document annotation
<input type="checkbox"/>	<a href="#">EP1022889</a>	Call center telephone and data flow connection system
<input type="checkbox"/>	<a href="#">US6049779</a>	Call center incentive system and method
<input type="checkbox"/>	<a href="#">US5937057</a>	Video/audio communications call center and method of operation thereof
<input type="checkbox"/>	<a href="#">US5898772</a>	Logical PC agent
<input type="checkbox"/>	<a href="#">US5884032</a>	System for coordinating communications via customer contact channel changing system using call centre for setting up the call between custom
<input type="checkbox"/>	<a href="#">US5742675</a>	Method and apparatus for automatically distributing calls to available logged-in call handling agents
<input type="checkbox"/>	<a href="#">US5740238</a>	Method and apparatus for queuing a call to the best backup split
<input type="checkbox"/>	<a href="#">EP0817455</a>	Agent vectoring
<input type="checkbox"/>	<a href="#">EP0772335</a>	Arrangement for queuing a call to the best split
<input type="checkbox"/>	<a href="#">US5524147</a>	Method for forming a virtual call center
<input type="checkbox"/>	<a href="#">US5519773</a>	Call sharing for inbound and outbound call center agents
<input type="checkbox"/>	<a href="#">GB2290192</a>	Call sharing for inbound and outbound call center agents

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**From:** cnguyen9@cox.net  
**Sent:** Saturday, April 12, 2003 11:00 AM  
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**Subject:** acd

**Streaming announcements to agents of an ACD**

**Requested Patent:** ☐ EP1298902

**Publication date:** 2003-04-02

**Inventor(s):** EITEL ROBERT T (US); HOLLATZ MICHAEL C (US)

**Applicant(s):** ROCKWELL ELECTRONIC COMMERCE C (US)

**Application Number:** EP20020090345 20020926

**Priority Number(s):** US20010966688 20010928

**IPC Classification:** H04M3/51 ; G06F17/30

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4/14/03

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**From:** cnguyen9@cox.net  
**Sent:** Saturday, April 12, 2003 10:56 AM  
**To:** Cuong.Nguyen@USPTO.GOV  
**Subject:** 09/890228 ACD

**METHODS AND APPARATUS FOR CONTROLLING CALL PULLBACK BY AN  
AUTOMATIC CALL DISTRIBUTION (ACD) SYSTEM FROM AN INTERACTIVE  
VOICE RESPONSE (IVR) SYSTEM AND FOR ALLOWING AN ACD CALLER  
TO COMPLETE A CRITICAL TRANSACTION WHILE CONNECTED TO THE  
IVR**

**Requested Patent:** ☐ WO02091722

**Publication date:** 2002-11-14

**Inventor(s):** STUMER PEGGY M; WODKA EUGENE A

**Applicant(s):** SIEMENS INF & COMM NETWORKS (US)

**Application Number:** WO2002US14222 20020506

**Priority Number(s):** US20010849654 20010504

**IPC Classification:** H04M3/523

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4/14/03

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**From:** cnguyen9@cox.net  
**Sent:** Saturday, April 12, 2003 10:52 AM  
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**Subject:** 08/890228 ACD

4/14/03



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**PR Newswire** Jan 19, 2000

**Aspect Communications Announces Record Revenues for Fourth Quarter 1999.**

SAN JOSE, Calif., Jan. 19 /PRNewswire/ -- Aspect Communications Corporation (Nasdaq: ASPT) today reported record revenues of \$146.9 million for the fourth quarter ended December 31, 1999, compared with \$129.9 million for the third quarter of 1999 and \$134.8 million for the fourth quarter of 1998.

On a pro forma basis, excluding the impact of intangible asset amortization, diluted earnings per share were \$0.08 in the fourth quarter of 1999. Calculated on the same basis, this compares to a breakeven result in the third quarter of 1999 and diluted earnings per share of \$0.19 in the same quarter last year. Including the impact of intangible asset amortization, diluted earnings per share were \$0.01 for the fourth quarter of 1999, compared with a diluted loss per share of \$0.08 in the previous quarter and diluted earnings per share of \$0.11 in the same quarter last year.

For fiscal year 1999, revenues were \$489.1 million compared to \$512.3 million for fiscal year 1998. Excluding the impact of intangible asset amortization and purchased in-process technology charges, diluted loss per share was \$0.29 for fiscal 1999 compared to diluted earnings per share of \$1.01 for fiscal year 1998. Including the impact of intangible asset amortization and purchased in-process technology charges, diluted loss per share was \$0.60 for fiscal year 1999 compared to diluted earnings per share of \$0.61 for fiscal 1998.

The company generated positive cash flow of \$28 million in the most recent quarter resulting in a quarter ending cash, cash equivalents and short-term investments balance of \$253 million. Additionally, the company reported marketable securities of \$109 million at December 31, 1999 reflecting market gains in several early-stage investments made over the past several years in companies that had their initial public offerings in the latter part of 1999.

The following are recent Aspect Communications business highlights:

**Siebel Systems Strategic Alliance:** Aspect Communications and Siebel Systems today announced a strategic alliance that will integrate Aspect's market-leading eWorkforce management Portal application with Siebel's industry leading eBusiness applications. The partnership will allow Aspect and Siebel customers to quickly and cost effectively deploy an eBusiness strategy that optimizes all customer relationships wherever the customer meets the business.

**Aspect Forms Global Partners Organization and Signs Multiple Partners:** Aspect Communications announced the formation of a Global Partners organization. The Aspect Global Partners organization is building a worldwide network of systems integrators and strategic partnerships with front- and back-office vendors that will better enable Aspect's customers to deploy best- in-class solutions for their multimedia contact centers. Aspect announced that ZAMBA Solutions and Syntel have joined the Aspect Global Partners Organization. ZAMBA Solutions is the leading consulting firm devoted to helping businesses identify and implement technologies to improve their customer care. Syntel is a premier advanced technology consulting firm.

**Release of Aspect Portal Applications for Siebel:** The first phase of the Siebel alliance includes an out-of-the-box integration between the Aspect(R) Customer Relationship Portal software platform and the Siebel Call Center and Siebel eService applications. Through this integration, available immediately, Aspect's Portal applications for web collaboration, e-mail, and electronic service seamlessly integrate with the Siebel agent desktop and are blended with customer self-service information from Siebel eService. This integration is currently available for Lucent, Aspect and Nortel-based call centers.

**Aspect Products Win Multiple Awards:** Since their introduction, Aspect Communications' new products have won several awards including: 'Best of the Best' and 'Best Leading-Edge Development Award' for the Customer Relationship Portal at Voice '99 Europe; 'Product of the Year' for the Customer Relationship Portal from C@ll Center CRM Solutions Magazine in the 'Multimedia Customer Contact Portal' category; 'Best of Show' for the Customer Relationship Portal at the Communications Solutions Expo; 'Product of the Year' for Aspect Office from C@ll Center CRM Solutions Magazine in the 'Small-to-Midsized ACD' category; and the Hot Pick 2000 award from Call Center News Service (CCNS) for Aspect Office.

**Aspect Integrates Multimedia Workforce Management into eCRM Strategy:** Aspect Communications announced the integration of the Aspect Customer Relationship Portal and the industry leading workforce management products from its TCS Management Group subsidiary. The integrated products will provide companies planning and optimization capabilities for customer service within multimedia contact centers. During the most recent quarter, Aspect

Communications announced plans to fully integrate its TCS Management Group subsidiary. The organizational integration is now complete.

**General Availability of Multiple Products:** Aspect Communications announced that the following products are generally available: Aspect Portal Multimedia which allows deployment of blended queues across all media to ensure a consistent customer experience; Aspect Customer E-Mail which is a comprehensive e-mail response management system completely integrated with the Aspect Customer Relationship Portal; a new version of Aspect Web Agent which is an interactive web-based application that enables on-line customers to interact directly with service agents.

**Rapid Market Acceptance of the Aspect Customer Relationship Portal:** Aspect Communications announced that more than 100 customers have selected the award winning Aspect Customer Relationship Portal since it became generally available in August 1999.

Significant orders received from multiple customers in the fourth quarter of 1999 including: Amazon.com, Avis Europe plc, Banco Popular de Puerto Rico, Bell Atlantic Internet Solutions Inc., Bertelsmann AG, Blockbuster Entertainment Inc., Connect Interactive Business Services, Discover Financial Services Inc., EarthLink Network, Inc., First National Bank of Omaha, Hongkong and Shanghai Bank, Manila Electric Company, Royal Bank of Scotland plc, The Thomas Cook Group Ltd., US WEST Inc., Verio Inc., and VoiceStream Wireless Corporation.

**Completion of Aspect's Senior Management Team:** Aspect Communications announced that Kevin Parker has joined Aspect as senior vice president, Finance, and chief financial officer. Parker joined Aspect from Fujitsu Computer Products of America, where he served for the past three years as senior vice president Finance and Administration as Fujitsu expanded from about \$300 million to over \$1 billion in revenues. This completes Aspect's senior management team and puts in place a seasoned team of leaders with

decades of experience in high growth environments.

#### Aspect Communications

Aspect Communications Corporation is the leading provider of customer relationship portals, a software platform for building and deploying e-CRM applications that enable businesses to ensure consistent interactions with their customers from one centrally managed e-business system. Aspect's leadership position in electronic customer relationship management (e-CRM) solutions is



based on its 14-year-history and more than 7,300 customer contact center implementations. Aspect is headquartered in San Jose, California, with offices in major cities worldwide. For more information about Aspect, visit the company's Web site at <http://www.aspect.com> or call 1-888-412-7728.

NOTE: Aspect and the Aspect logo are trademarks and/or service marks of Aspect Communications Corporation in the United States and/or other countries. All other product or service names mentioned in this document may be trademarks of the companies with which they are associated.

Except for historical information contained herein, the matters discussed in this news release are forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, Section 21E of the Securities and Exchange Act of 1934, as amended, and the Private Securities Litigation Reform Act of 1995, and are made under the safe-harbor provisions thereof. Such forward-looking statements are subject to certain risks and uncertainties that could cause actual results to differ materially from those projected including the following: the ability of the company to successfully complete the transformation from telecommunications equipment to CRM solutions; the ability to integrate the TCS Management Group subsidiary in a timely and efficient manner; the ability to attract, retain and train personnel in key sales, technical and management positions; the success of the Siebel Systems alliance; the ability of the company to attract and retain partners in the Global Partners Organization; customer acceptance and technical performance of products and services as well as the potential impact of the Year 2000 problem. Other risks that could cause actual results to differ materially from those projected are discussed in Aspect's Form 10-K and Annual Report for the fiscal year ended December 31, 1998 and form 10-Q for the fiscal quarter ended September 30, 1999. Readers are cautioned not to place undue reliance on these forward-looking statements, which reflect management's analysis only as of the date hereof. Aspect undertakes no obligation to publicly release the results of any revision to these forward-looking statements that may be made to reflect events or circumstances after the date hereof or to reflect the occurrence of unanticipated events.

-tables follow-

## ASPECT COMMUNICATIONS CORPORATION

### CONDENSED CONSOLIDATED STATEMENTS OF OPERATIONS

(in thousands, except per share data)

	Three Months
Ended	Twelve Months Ended

		December	
31,	December 31,	1999	
1998	1999	1998	
(unaudited)			
Net revenues:			
	Licenses	\$ 42,039	
	Platforms	49,004	
	Total Products	\$ 91,043	\$
86,921	\$282,342	\$342,903	
	Services	55,856	
47,895	206,770	169,413	
	Total net revenues	146,899	
134,816	489,112	512,316	
Cost of revenues:			
	Cost of product revenues	27,310	
26,564	92,991	108,397	
	Cost of services revenues	39,977	
36,612	150,178	119,787	
	Total cost of revenues	67,287	
63,176	243,169	228,184	
	Gross margin	79,612	
71,640	245,943	284,132	

Operating expenses:		
Research and		
	development	23,562
19,457	86,890	67,877
Selling, general		
	and administrative	54,877
43,011	199,050	150,118
Purchased in-process		
	technology	--
--	--	9,899
-----		
-----		
Total operating		
	expenses	78,439
62,468	285,940	227,894
-----		
-----		
Income (loss) from		
	operations	1,173
9,172	(39,997)	56,238
Interest and other		
	income (expense), net	(320)
72	(1,218)	3,011
-----		
-----		
Income (loss) before		
	income taxes	853
9,244	(41,215)	59,249
(Provision) benefit for		
	income taxes	(256)
(3,582)	12,364	(26,759)
-----		
-----		
Net income (loss)		
		\$597
\$5,662	\$(28,851)	\$ 32,490

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Basic earnings (loss)		
per share		
		\$0.01
\$0.11	\$(0.60)	\$0.64

Weighted average		
shares outstanding		
		48,919
50,046	48,375	50,459

Diluted earnings (loss)		
per share		
		\$0.01
\$0.11	\$(0.60)	\$0.61

Weighted average		
shares outstanding -		
assuming dilution		
		52,883
51,704	48,375	53,146

# ASPECT COMMUNICATIONS CORPORATION

## PRO FORMA CONDENSED CONSOLIDATED STATEMENTS OF OPERATIONS

(excluding one-time in-process charge

and amortization of intangible assets)

(in thousands, except per share data - unaudited)

		Three Months
Ended	Twelve Months Ended	
		-----
-----	-----	
		December
31,	December 31,	
		1999
1998	1999	1998
		-----
-----	-----	-----
Net revenues:		

Licenses		\$ 42,039	
Platforms		49,004	
		-----	
Total Products		\$ 91,043	\$
86,921	\$282,342	\$342,903	
Services		55,856	
47,895	206,770	169,413	
		-----	---
-----	-----	-----	
Total net revenues		146,899	
134,816	489,112	512,316	
		-----	---
-----	-----	-----	
Cost of revenues:			
Cost of product			
revenues		26,089	
25,345	88,108	104,308	
Cost of services			
revenues		39,977	
36,612	150,178	119,787	
		-----	---
-----	-----	-----	
Total cost of			
revenues		66,066	
61,957	238,286	224,095	
		-----	---
-----	-----	-----	
Gross margin		80,833	
72,859	250,826	288,221	
Operating expenses:			
Research and			
development		22,532	
18,474	82,726	65,304	
Selling, general			
and administrative		52,025	
40,048	187,623	141,390	
		-----	---
-----	-----	-----	
Total operating			

	expenses	74,557	
58,522	270,349	206,694	
		-----	---
-----	-----	-----	

	Income (loss) from		
	operations	6,276	
14,337	(19,523)	81,527	
	Interest and other		
	income (expense), net	(320)	
72	(1,218)	3,011	
		-----	---
-----	-----	-----	

	Income (loss) before		
	income taxes	5,956	
14,409	(20,741)	84,538	
	(Provision) benefit for		
	income taxes	(1,906)	
(4,832)	6,583	(31,066)	
		-----	---
-----	-----	-----	

	Net income (loss)	\$ 4,050
\$9,577	\$(14,158)	\$ 53,472
		=====
=====	=====	=====

	Basic earnings (loss)	
	per share	\$0.08
\$0.19	\$(0.29)	\$1.06

	Weighted average	
	shares outstanding	48,919
50,046	48,375	50,459

	Diluted earnings (loss)	
	per share	\$0.08
\$0.19	\$(0.29)	\$1.01

Weighted average	
shares outstanding-	
assuming dilution	52,883
51,704	48,375
	53,146

ASPECT COMMUNICATIONS CORPORATION

# CONDENSED CONSOLIDATED BALANCE SHEETS

(in thousands)

	December
31,	December 31,
1998	1999
	-----
	-----
Assets	
Current assets:	
Cash, cash equivalents	
and short-term	
investments	\$ 252,666
\$ 196,111	
Marketable equity	
securities	108,725
--	
Accounts receivable, net	77,138
132,818	
Inventories	16,636
18,916	
Other current assets	17,475
14,820	
	-----
-----	
Total current assets	472,640
362,665	
Property and equipment, net	79,397
69,192	

Intangible assets, net	98,711
119,052	
Other assets	8,050
9,750	
-----	
-----	
Total assets	\$ 658,798
\$ 560,659	
=====	
=====	

Liabilities and shareholders' equity	
Current liabilities:	
Accounts payable	\$14,525
\$18,239	
Accrued liabilities	94,111
59,078	
Customer deposits and deferred revenue	36,964
27,171	
-----	
-----	
Total current liabilities	145,600
104,488	
Deferred taxes	5,114
4,270	
Convertible subordinated debentures	163,107
153,744	
Shareholders' equity	344,977
298,157	
-----	
-----	
Total liabilities and shareholders' equity	\$ 658,798
\$ 560,659	
=====	
=====	



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**Business Wire** June 12, 2001

**IEX Contact Center Solutions Earn Nortel Networks  
Compatible Product Status.**

Author/s:

Business Editors, High Tech Writers

RICHARDSON, Texas--(BUSINESS WIRE)--June 12, 2001

IEX, a Tekelec company (Nasdaq: TKLC) and a leading provider of contact center solutions, today announced that the company's TotalView(TM) Workforce Management and TotalNet(TM) Call Routing solutions have successfully completed verification testing through the Nortel Networks(1) Compatibility Testing program.

Both IEX solutions were successfully tested with Nortel Networks Symposium(1) Call Center Server Release 4.0 software.

The compatibility with the IEX TotalNet solution will allow Nortel Networks customers to obtain pre-termination call routing functionality for a virtual contact center environment, to complement the post termination call routing inherent in the Symposium Call Center Server solution today. Successful testing of the TotalView solution provides customers additional opportunities to obtain operational improvements in their agent forecasting and scheduling processes. These virtual contact center solutions have been enhanced by joint product development between Nortel Networks and IEX Corporation.

"The Nortel Networks Compatible Product brandmark awarded to the TotalNet and TotalView products means that Nortel Networks customers can achieve the exceptional benefits of our contact center solutions with greater assurance that they will integrate and function successfully in their Symposium call center environments," says Debbie May, vice president and general manager, IEX Contact Center Division.

The Nortel Networks Compatibility Testing Program was launched in

June, 2000, to help customers locate best-in-class third-party products, with assurance that these products have undergone compatibility tests in Nortel Networks laboratory environment.

TotalNet Call Routing is an easy to implement, easy to use solution to the challenge of customer contact delivery in a multi-site contact center operation. Enhancing existing network and ACD environments, the TotalNet system intelligently delivers customers to the resource best able to serve them. Combining sophisticated pre-answer call routing technology with integrated simulation, analysis and enterprise reporting tools enables contact center managers to deliver consistent service, lower operational costs and optimize resources.

TotalView Workforce Management provides single and multi-site contact center managers tools to deliver consistent service, lower costs, and improve employee morale. Features include agent forecasting and scheduling, skills scheduling, multimedia scheduling, real-time and historical adherence, intraday management, vacation and holiday planning, enterprise reporting and web-based delivery of schedules and statistics. For multimedia contact centers, the TotalView solution lets managers plan and optimize resources across all channels of customer contact.

#### About IEX

IEX, a Tekelec company, is a leading provider of innovative solutions to contact centers. In existence since 1988, the company is known for delivering technologically superior products that are easy to implement and use. Multimedia contact centers, both single and multi-site, with more than 345,000 agents at over 1,400 sites worldwide rely on IEX to improve service levels while lowering operating costs. IEX sells products and services worldwide through direct sales and select distributors. More information can be found on the IEX website, <http://www.iex.com>.

(1)Nortel Networks and Symposium are trademarks of Nortel Networks.

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**Business Wire** Nov 14, 2000

**TotalNet Call Routing from IEX Adds Support for IP Telephony.**

Business Editors/High Tech Writers

RICHARDSON, Texas--(BUSINESS WIRE)--Nov. 14, 2000

TotalNet Solution Integrated with Tekelec VXi 2000

MGC(TM) Product

IEX Corporation, a subsidiary of Tekelec (Nasdaq: TKLC) and a leading provider of innovative contact center solutions, announced today that its TotalNet(TM) Call Routing solution now supports intelligent routing of calls in IP and other packet switched telephony environments.

"With this additional support TotalNet Call Routing is fully poised to take advantage of the phenomenal growth in converged network telephony," says Debbie May, vice president and general manager, IEX Call Center Division. "The benefit of our Tekelec relationship allowed us to quickly move this functionality to market with proven technology."

TotalNet Call Routing is a unique combination of planning, reporting, and call control technology. Supporting a wide variety of ACD and network infrastructures, including IP telephony, the system provides pre-termination routing of incoming calls based on business rules. Patented, multimedia aware call processing algorithms determine the best answering resource for each incoming call using real-time ACD information and agent skill requirements. The TotalNet solution enables businesses to effectively predict and manage incoming calls, balancing volume and service level across multiple contact centers, even those using differing ACD or network providers.

Integration with the Tekelec VXi 2000 MGC(TM) product extends the intelligent call routing benefits of the TotalNet solution beyond

traditional voice networks into IP, ATM and other converged voice/data topologies. The VXi 2000 MGC, a media gateway controller (MGC) or 'softswitch' product, provides traditional telephony switching control for voice calls routed over packet switched networks. Additional information on Tekelec products can be found at <http://www.tekelec.com>.

#### About IEX

IEX, a Tekelec company, is a leading provider of innovative solutions to contact centers. In existence since 1988, the company is known for delivering technologically superior products that are easy to implement and use. Multimedia contact centers, both single and multi-site, with more than 300,000 agents at over 1,250 sites worldwide rely on IEX to improve service levels while lowering operating costs.

The award winning TotalNet(TM) Call Routing and TotalView(TM) Workforce Management products from IEX comprise one of the industry's most robust integrated solutions for multimedia contact management. IEX sells products and services worldwide through direct sales and select distributors. More information can be found on the IEX website, <http://www.iex.com>.

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**Business Wire** August 1, 2000

**Blue Pumpkin Software Integrates Its PrimeTime Workforce Management Solutions with Nortel Networks' Multimedia eBusiness Solution.**

Business Editors/High Tech Writers

ICCM Chicago 2000

CHICAGO--(BUSINESS WIRE)--Aug. 1, 2000

Integration Initiative Allows for More

Personalized Customer Experience

Blue Pumpkin Software, a leading provider of workforce management solutions, announced today that it has taken the next step in an initiative that bridges Nortel Networks' eBusiness solutions with workforce management for improved and more personalized customer relationship management. This development initiative, enabling users to better manage their multimedia contact centers, will include pre-packed integration plug-ins to Blue Pumpkin's PrimeTime Exchange Integration Platform, also announced today.

The initial phase of the integration allows customers to seamlessly and cost-effectively transfer data between Nortel Networks Symposium\* Call Center Server and Nortel Networks Meridian\* MAX products and Blue Pumpkin's PrimeTime workforce management systems. The data exchange helps to drive more accurate forecasting and scheduling, as well as the more proactive real-time management essential in today's complex skills-based environments. The product ization of the integration plug-ins means customers have a proven pre-packaged method of combining these two critical technologies to achieve these benefits faster than ever.

These integrated solutions will benefit a wide range of joint customers, including Reuters, one of the world's leading media conglomerates, Hammacher Schlemmer, one of the nation's largest

and longest continuously running catalogers and Banco Popular, the United States' leading Hispanic bank.

"Our relationships with our customers are our most important assets, and both Blue Pumpkin and Nortel Networks are providing us with powerful tools to help us build those assets," said Michelle Smallwood, vice president of Customer Service, US Cards Division, Banco Popular North America. "Our use of these technologies enables us to continue to be successful in this area and support future growth. We look forward to continuing our work with both companies as they build on the strong foundation they've established."

#### Anticipating Needs, Delivering Personalized Service

"Blue Pumpkin's development efforts to integrate its workforce management systems with Nortel Networks customer interaction solutions will enable our customers to successfully leverage their most crucial resource - their people - in order to compete and succeed in an economy fueled by eBusiness," said Doron Aspit, CEO of Blue Pumpkin Software. "Through this integrated offering, we are giving enterprises of all sizes the tools they need to deliver a better customer experience through timely, personalized service and support."

Blue Pumpkin is planning additional integrations with Nortel Networks Symposium and Nortel Networks Clarify\* eFrontOffice solutions to extend consistent, personalized service across all customer touch points.

"Blue Pumpkin's integration with Nortel Networks customer interaction solutions will help organizations keep pace with changing customer requirements," said Jay Patel, general manager, customer interaction solutions, Clarify eBusiness Applications, Nortel Networks. "We believe that workforce management is a critical element in creating a well-managed and effective contact center for eBusiness success. Integrating Blue Pumpkin PrimeTime with our eBusiness solutions simplifies the very complex task of multi-contact communications management."

#### Availability and Pricing

The plug-ins to enable Blue Pumpkin's PrimeTime Exchange platform to work with Nortel Networks are generally available now from Blue Pumpkin. Pricing for plug-ins is on a per ACD basis and includes installation services.

#### About PrimeTime Exchange and Nortel Networks Symposium Plug-Ins

PrimeTime Exchange is Blue Pumpkin's open integration platform that supports data integration to a variety of contact center

applications. The major components of this platform include processing of historical contact statistics, a CTI engine to gather real-time agent events, and a synchronization engine that manages updates of agent information between applications. The plug-ins to enable Blue Pumpkin's PrimeTime Exchange platform to work with Nortel Networks are added to PrimeTime Exchange to provide a pre-packaged and seamless integration.

#### About Blue Pumpkin Software, Inc.

Blue Pumpkin Software is a market-leading provider of workforce management solutions for multimedia customer contact centers. Blue Pumpkin develops, markets, and supports the award-winning PrimeTime suite of products designed to help companies guarantee superior customer service across a variety of contact media, including phone and email. Blue Pumpkin provides the tools necessary to efficiently schedule and manage contact center personnel, ensuring that the right person with the right skills handles customer interactions. For more information, please visit the Blue Pumpkin web site at [www.blue-pumpkin.com](http://www.blue-pumpkin.com) or call 877-257-6756.

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**Business Wire** July 18, 2000

**As CRM, Web Initiatives Transform Call Centers, New Comdisco Service Ensures Uptime; InTouch Service First To Support Call Centers' Expanded Voice, Web, E-Mail Applications.**

Business/High-Tech Editors

ROSEMONT, Ill.--(BUSINESS WIRE)--July 18, 2000

With Web and customer relationship management (CRM) initiatives turning call centers into customer interactive centers, Comdisco today introduced the first continuity service designed to protect the next generation of call centers from downtime, supporting businesses' critical front line for customer satisfaction and revenues.

Comdisco's new InTouch(SM) Continuity Service offers voice, interactive voice response (IVR), Web chat and e-mail support, along with planning and technical expertise to ensure availability for a company's customer interactive center. Comdisco introduces the service as the need to support customer interactive centers grows. According to IDC, companies will spend \$90 billion on CRM services in 2003. These services will help companies develop more e-business oriented customer channels, such as customer interactive centers, with Web, e-mail, IVR and expanded voice services, all requiring integrated continuity solutions.

"Downtime in a customer interactive center has a major impact on the two things businesses care about the most: Customer satisfaction and revenues," said John Jackson, president of Comdisco Continuity Services. "Companies need continuity solutions that address the multiple applications in a customer interactive center. Our new service offers an integrated solution that protects against downtime and keeps businesses connected to their customers."

Comdisco offers its InTouch service in tiers and with a variety of add-on options -- customers can work with Comdisco to build a solution that best meets their needs. For example, companies with basic call center operations can combine a variety of voice services,

including PBX and ACD support and voicemail, to build the best solution. Companies with more advanced needs can add support for IVR and computer-telephone integration (CTI), as well as recovery solutions for e-mail and Web chat environments.

Comdisco's IVR support dramatically reduces the amount of downtime during a disruption. A company can reestablish its IVR immediately after a disruption, avoiding an extended silent period and keeping its customers informed while the company's agents relocate to a Comdisco Technology Service Center. The IVR solution uses emergency scripts that can alert customers to a disruption and offer temporary options, so customers can get information or leave a voicemail for follow-up when operations are restored. Businesses also have the option of including customer data with their IVR, so their customers can check account information or conduct other business during a disruption.

With its InTouch service, Comdisco also leverages its over 20 years in continuity and availability services to help customers design, plan and maintain effective customer interactive center continuity programs. Comdisco designs its solutions by assessing the business and technical requirements of a company's customer interactive center, then building a continuity solution designed for those needs. Comdisco also provides ongoing testing and support to ensure the customer's continuity plan meets changing business needs. During tests or an actual disruption, Comdisco provides technical expertise to configure customers' production environments within Comdisco's Technology Service Centers.

For more information about Comdisco's InTouch service, call 800/272-9792.

#### About Comdisco

Comdisco ([www.comdisco.com](http://www.comdisco.com)) provides global technology services to help its customers maximize technology functionality, predictability and availability, while freeing them from the complexity of managing their technology. The Rosemont, (IL) company offers a complete suite of information technology services including business continuity, Web-Availability(SM), network services, and IT Control and Predictability Solutions(SM). Through its subsidiary, Prism Communication Services Inc., Comdisco is developing a high-speed, always-on digital network, which will provide customers with leading-edge connectivity. Comdisco also offers equipment services to key vertical industries, including electronics, communications, laboratory & scientific, and manufacturing solutions. Through its Ventures group, Comdisco provides equipment leasing and other financing and services to venture capital backed start-up companies. The company's revenue for the 12 months ended March 31, 2000 was \$4.2 billion.

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**PR Newswire** August 2, 1999

**Xantel Repositions Role of Traditional ACD With Introduction of First Precision Call Distributor (PCD).**

Built for High-value Customer Relationships, Xantel's Solution

Represents Essential Element for Effective CRM

PHOENIX, Aug. 2 /PRNewswire/ -- Xantel Corporation today announced an innovative call processing software solution designed to precisely identify, route and manage high value customer calls. Connex 80/20 PCD is a Windows NT(R)-based software application that combines a patented rules-based routing engine, a powerful agent desktop application, a set of enterprise collaboration features, and full functionality for non-call center users. Inter-operating with any combination of voice and data infrastructure, the Connex 80/20 PCD represents the next important technology advancement in delivering effective customer relationship management (CRM). Uniquely capable of creating one to one customer call treatments, the Connex 80/20 PCD is appropriate for any customer contact center (call center, help desk, etc.) that is committed to using technology to achieve competitive differentiation through customer service.

"By providing our customers with a solution that allows real-time, individualized interaction, we believe the Connex 80/20 PCD will redefine high-value customer management," said Anthony Carollo, president of Xantel. "Now companies -- whether they have revenues of \$1 million or \$30 billion -- can tailor their customer service so that high-value customers receive unique and differentiated treatment designed specifically to meet their needs."

According to Stamford, Connecticut-based market research firm, the GartnerGroup, companies will invest over \$4.5 billion in customer retention strategies in the year 2000. In addition, the GartnerGroup has also ascertained that more than 70 percent of a company's customer interactions take place within the call center. These statistics underscore the need for a flexible and highly personalized

call center solution.

#### Traditional Call Center Software vs. PCD

The traditional call center software technology, deployed for mass markets since the mid-1970s, is automatic call distribution (ACD). ACD was designed to handle masses of undifferentiated callers seeking any number of common answering resources. While efficient for the masses and still very viable for many business-to-consumer applications, it does not provide sufficient flexibility for high-profile customers that require specialized treatment.

Seizing the opportunity to introduce a solution that would recognize, respond to and help retain these high-value customers, Xantel created the Connex 80/20 PCD, which derives its name from the maxim "20 percent of your customers generate 80 percent of your revenue." For many companies, it may actually be as few as three to five percent of customers that generate the bulk of company revenues. These "platinum" customers represent a key opportunity for companies to create more intimate and loyal relationships through CRM.

CRM software packages arm employees with historical data about customers and are generally comprised of software modules for sales force automation, marketing automation, customer support and help desk applications. Often these "front office" databases are integrated with "back office" or enterprise resource planning (ERP) systems that manage finance, inventory and manufacturing functions. What has been missing in this technology landscape is a real-time call processing solution capable of recognizing high value customers and mobilizing enterprise resources in order to respond with unique and differentiated customer treatments. The Connex 80/20 PCD fills this void, and its unique combination of features actually energizes the CRM data in a way that customers can feel and appreciate.

The new Connex 80/20 PCD enables seamless integration with the call center infrastructure and co-exists with the PBX/ACD, IVR, LAN, WAN, database and voicemail systems. Designed to specifically provide PCD capabilities, the

Connex 80/20 PCD is a robust packaged application that can be implemented very rapidly. The client-server architecture utilizes a Windows NT operating

system and MS SQL Server database layer to deliver an open platform for integration with all voice and data technologies. The Connex 80/20 PCD is switch independent and integrates in front of or beside a customer's private branch exchange (PBX), bringing

value to old and new PBXs alike. Connex 80/20 PCD does not require that switches be upgraded with proprietary computer telephony integration (CTI) protocols.

With the ability to handle up to 120 simultaneous conversations and up to 2400 calls per hour, the new Connex 80/20 PCD targets both call centers and customer service organizations. Because the Connex 80/20 PCD is intended for managing high value customers, many companies may implement the Connex 80/20 PCD for only a segment of their agents, while others may convert the entire call center.

#### Precision Customer-Routing Rules Engine

The Connex 80/20 PCD's rules engine provides the framework for precision routing. The product's patented rules-based routing is typically integrated with the client database so that calls can be intelligently routed and customer screens presented to agent desktops. The rules engine is activated once there is positive customer recognition using ANI, DNIS or any discrete numeric identifier such as account number, social security number or trouble ticket number. If none of these exists, a personalized number may be assigned within Connex. Service tiers can then be constructed to segment and carefully manage different groups of customers. Personalized greetings can be played for service tiers or specific high-value customers to further build customer intimacy. Once customers are recognized, calls can be delivered to agents or agent workgroups using multiple call distribution methods including a "find me follow me" capability for calls that absolutely need to be routed to mobile knowledge workers. Finally, Xantel provides Web-based "click to call" functionality with its feature, WebClick.

#### PowerCSR Desktop Application

In addition to the precise customer-routing rules engine, the Connex 80/20 PCD incorporates an agent desktop application, termed PowerCSR, which provides new and innovative features to empower the knowledge worker. Relationship managers, knowledge workers and product experts are evolving inside call centers as the preferred group for handling high-value customers. These agents must be empowered with different tools than a conventional ACD agent. The Connex 80/20 PCD provides the call center workers with queue visibility of multiple calls to permit real-time priority decisions on managing customer calls. PowerCSRs are enabled with the capability to set up custom routing rules, personalized greetings and status messages, all designed to deliver one-to-one service. PowerCSRs manage voicemails, faxes and missed calls from one unified messaging box and can pull a real-time call log of historical interactions with customers. PowerCSRs can also make one-to-one customer-agent assignments for a specified length of time or fixed number of calls with Xantel's PersonalAgent Linking (PAL). All future calls from that customer are automatically routed to the

## PersonalAgent. Enterprise Collaboration Features

Because customer relationship management spans the entire company, Xantel developed tools that put the entire enterprise at the fingertips of a PowerCSR, so calls can be resolved quickly, the first time. PowerCSRs can send instant messages across the enterprise with Connex Notes, view other agent and non-agent availability with workgroup member visibility and teleconference up to eight parties on a single call with the simple click of a mouse. PowerCSRs can attach text labels to transferred calls so customers never again have to re-explain their problems.

## Support for Non-Call Center Users

As call centers work to resolve staffing issues and combine distributed agent resources, Xantel provides capabilities that make it easy to create a virtual workforce. Remote agents connect via a standard LAN, WAN, RAS or Internet connection and have access to full client functionality. Remote, mobile or geographically dispersed agents can access real-time reports and can manage voicemails, faxes and emails via a simple telephone user interface for remote call management.

A beta version of Xantel's Connex 80/20 PCD will be available at the Incoming Call Management (ICCM) Conference, August 31-September 2, 1999. General availability is scheduled for November 1999. Connex 80/20 PCD will be available for less than \$3,000 per seat.

## About Xantel Corporation

Xantel is the first telecommunications software developer to introduce an open-standards call processing solution designed to retain high-value customers. Xantel is dedicated to creating the real-time customer interaction tools and capabilities that leading companies require to recognize, respond to and retain their most valuable customers. In deploying Connex 80/20 PCD, companies are able to deliver superior and differentiated customer service, energize their CRM databases in a way that customers feel and appreciate and acquire the missing technology component needed to optimize their CRM investments. Xantel's WindowsNT-based solutions provide rapid investment returns, are easy and practical to implement and blend best-of-breed telephony and computer (CTI) technologies.

The company is located at 3710 East University Drive, Phoenix, Arizona 85034. Additional information can be found at [www.xantel.com](http://www.xantel.com).

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**Business Wire** August 23, 2000

**Perrier Implements IEX Virtual Call Center Solutions.**

Business Editors/High Tech Writers

RICHARDSON, Texas--(BUSINESS WIRE)--Aug. 23, 2000

Unifies Workforce Management and Call Routing Across Multiple Sites

IEX, a Tekelec company (Nasdaq: TKLC) and a leading provider of innovative contact center solutions, announced today that the Perrier Group has selected TotalView(TM) Workforce Management and TotalNet(TM) Call Routing to consolidate agent scheduling and network call routing functions across its customer contact operations.

The Perrier Group, North America's leading provider of bottled water products, provides marketing, customer service and administrative support through its contact center network to residential and commercial clients.

Handling over 800 different toll free numbers with an annual volume of more than 6 million calls across three sites in Massachusetts, Texas and Connecticut presents its share of operational challenges. TotalView Workforce Management and TotalNet Call Routing provide Perrier Group the ability to manage operations at those multiple locations as if they were a single, large site.

"IEX offered a complete, proven solution for integrated agent and call management across multiple locations," says Robert Arce, Customer Service Technology Applications Process Improvement Manager, The Perrier Group.

"Implementing a virtual call center with IEX provides both efficiency improvements and operational savings. For example, using TotalNet

Call Routing instead of other routing methods will save us approximately \$15,000 per month in T-1 charges alone, not to mention avoiding any per-call handling charges."

Workforce forecasting, scheduling, monitoring and reporting activities formerly conducted at each site will now be performed centrally from an overall business perspective providing true economy of scale benefits. Intelligent routing of incoming calls, taking time zone and real-time staffing issues into account, results in equalized distribution of calls between centers serving to minimize overtime and off-shift staffing requirements.

Mr. Arce continues, "With the TotalView Real-time Adherence Monitoring feature we've been able to look at actual agent utilization and identify areas for possible improvement, providing a potential to realize even more savings in the future. The IEX solutions we have in place allow us to proactively plan and manage the client experience at an overall business unit level."

The Perrier Group is also realizing an associated disaster management benefit in the implementation of the IEX virtual call center solution. In the past, if a natural disaster or other unforeseen problem forced Perrier to close a center, customers would have been greeted with either no answer or a busy signal. Now, without paying more for a back-up system, Perrier customers will receive service without fail as problems are automatically detected and calls re-routed to available agents around the country.

TotalView Workforce Management optimizes multimedia contact center productivity while simultaneously reducing operating costs. Based on patented technologies, the product integrates skills-aware forecasting, scheduling, daily management, long-term staff planning, team or office analysis, historical and real-time adherence reporting, 'what if' capabilities and web-based delivery of agent schedules into a single client/server system. Workforce managers generate complete, individualized schedules for each agent, quickly and easily without the need for manual manipulation.

TotalNet Call Routing is a unique combination of planning, reporting, and call delivery technology enabling companies to predict, manage, and effectively deliver the level of service demanded in today's competitive environment.

Utilizing an open architecture, non-intrusive design a single TotalNet server leverages current ACD and networking investments to provide intelligent, pre-termination routing of incoming calls. Working directly with the carrier network TotalNet determines the best answering resource, based on business rules and real time operational information, for a given call then directs its delivery to the identified contact center location.

About IEX

IEX, a Tekelec company, located in the heart of the Telecom Corridor in Richardson, Texas is a leading provider of innovative solutions to contact centers. In existence since 1988, the company is known for delivering technologically superior products that are easy to implement and use. Multimedia contact centers, both single and multi-site, with more than 295,000 agents at over 1,250 sites worldwide rely on IEX to improve service levels while lowering operating costs.

The award winning TotalNet(TM) Call Routing and TotalView(TM) Workforce Management products from IEX comprise one of the industry's most robust integrated solutions for multimedia contact center management. IEX sells products and services in the USA through direct sales and internationally through select distributors. More information can be found on the IEX website, <http://www.iex.com>.

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**Business Wire** Sept 26, 2000

**IEX Wins Call Center News Service Editor's Choice Award;  
TotalNet Call Routing Praised for Multi-Vendor Capabilities.**

Business Editors/High Tech Writers

RICHARDSON, Texas--(BUSINESS WIRE)--Sept. 26, 2000

IEX Corporation, a subsidiary of Tekelec, (Nasdaq: TKLC) and a leading provider of innovative contact center solutions, announced today that it's TotalNet(TM) Call Routing solution was honored with an Editor's Choice award by Call Center News Service.

The TotalNet solution works directly with the telephone network to direct the routing of incoming calls between multiple contact center sights in such a way that overall efficiency is improved. The online publication commended the product for its outstanding ability to operate in a multi-vendor switching environment labeling it as "the glue that holds a tenuous call center network together."

"We are very honored by this award," said Debbie May, vice president and general manager, Call Center Division, IEX. "It further signifies industry realization of TotalNet Call Routing as a distinctive and important solution to the challenge of call routing in a virtual contact center environment."

TotalNet Call Routing is a unique combination of planning, reporting, and call control technology. Supporting a wide variety of ACD and network infrastructures the system provides pre-termination routing of incoming calls based on business rules. Patented, multimedia aware call processing algorithms determine the best answering resource for each incoming call using real-time ACD information and agent skill requirements.

Additional information on the award can be found at <http://www.callcenternews.com> .

## About IEX

IEX, a Tekelec company, located in the heart of the Telecom Corridor in Richardson, Texas is a leading provider of innovative solutions to contact centers. In existence since 1988, the company is known for delivering technologically superior products that are easy to implement and use. Multimedia contact centers, both single and multi-site, with more than 300,000 agents at over 1,250 sites worldwide rely on IEX to improve service levels while lowering operating costs.

The award winning TotalNet(TM) Call Routing and TotalView(TM) Workforce Management products from IEX comprise one of the industry's most robust integrated solutions for multimedia contact center management. IEX sells products and services worldwide through direct sales and select distributors. More information can be found on the IEX website, <http://www.iex.com>.

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**PR Newswire** March 3, 1998

**Rockwell ECD is First to Market With S.100 Open-Computing  
Customer Call Management Application**

Affordable, Easy-To-Use  
Transcend Offers Best-In-Class  
Spectrum ACD  
Feature Set

LOS ANGELES, March 3 /PRNewswire/ -- Rockwell Electronic Commerce Division (ECD) debuted Transcend(TM), a breakthrough customer call management application at CT Expo (March 2-5, Los Angeles Convention Center -- Booth #2230). Based on Rockwell's acclaimed Spectrum(TM) automatic call distributor (ACD) software, this highly robust call management system ushers in a new era of open systems applications for the S.100 interoperability specification established two years ago by the Enterprise Computer Telephony Forum (ECTF).

Built on Oracle(R) universal Data Server and Microsoft(R) Windows NT(R), Rockwell's Transcend positions ECD as the industry leader by offering the first open customer call management application for Dialogic Corp.'s CT Media(TM) middleware. Leveraging 25 years of call center expertise and best-in-class feature set, Rockwell's Transcend offers smaller organizations and workgroups the same call management technology used by Fortune 500 companies. The system is in field trials at National Water and Power in Irvine, Calif., and Urban Ministries in Calumet City, Ill.

Based on industry standard computing and telephony components, Transcend's layered Windows NT Server- and CT Media-based architecture separates application, switching, reporting and call handling functions for ease of integration with existing IT infrastructures and telephony systems.

"The telecommunications industry is undergoing a paradigm shift as companies race to move from closed, proprietary systems to open systems," says Michael Caglarcan, vice president and general

manager, Rockwell ECD. "Last month, Rockwell announced Call Center Command Server(TM) (3CS), an open systems, call center control platform for our Spectrum ACD. Now, with the introduction of Rockwell Transcend, ECD again has raised the bar in the open systems arena. Anyone who follows this industry should have no doubt of the path Rockwell is forging."

Howard Bubb, CEO of Parsippany, N.J.-based Dialogic Corp. (Nasdaq: DLGC), and one of the founding fathers of the ECTF, believes Transcend delivers on the vision the industry has for open, standards-based, enterprise computer telephony solutions.

"Many call centers have not been able to get the full benefits of computer telephony due to the complexity and high cost of integrating services like messaging and IVR with ACDs and PBXs," says Bubb. "By developing Transcend on our CT Media middleware, Rockwell is uniquely positioned to offer its customers a platform that is open to new software written to standard APIs like S.100 and TAPI from a choice of vendors. With the growing suite of CT Media tools and software from other software developers, Rockwell's Transcend customers will be able to further extend the value of this platform."

According to Jake Chacko, director of strategic planning and business development at Rockwell ECD, Transcend is ideal for departmental call centers with ten to 80 representatives and is sold in increments of ten positions.

"While Transcend today is an ideal ACD for smaller and departmental call centers, the promise of Transcend tomorrow is that it will be used with other applications such as web access, IVR and workflow to create a true Customer Relationship Management Server," says Chacko. "Rockwell Transcend brings the telecommunications world into the open computing era and allows our customers to choose 'best-of-breed' applications as they become available."

Since Transcend is designed for smaller call centers, it opens a new market for Rockwell. Tern Systems, a consultancy in Acton, Mass., predicts growth in the informal (small) call center market will outpace growth in the formal (large) call center market, accounting for slightly more than half of the entire \$2.3 billion call center market by the year 2000.

"With Transcend, Rockwell and Dialogic are putting a real stake in the ground for S.100," says Art Schoeller, research director for voice communications at Gartner Group, Stamford, Conn. "The success of any CTI standard is clearly measured not only by publication of standards but also real implementations as evidenced by today's announcement. We fully expect Rockwell to follow through with third-party developer support to create a complete customer contact center offer for VARs and systems integrators."

Rockwell's Transcend supports flexible configuration options and readily integrates with existing local area network and telephony

equipment, making it versatile enough to help any size business. Its simple, integrated user interface features context-sensitive, on-line help and "wizards" that help administrators with all levels of experience define customer call flows.

"Our customers are telling us they want to deploy and use call center solutions built on platforms that provide high availability, open standards support, and a comprehensive development environment," said Mark Lee, product manager, Windows NT Communications at Microsoft Corp. (Nasdaq: MSFT). "These features are inherent in Windows NT Server and we're pleased that Rockwell has chosen Windows NT Server as the platform for Transcend."

Transcend's powerful information management system is built on the Oracle database and offers more than 70 ready-to-use report templates. With its easy-to-use interface, Rockwell's Transcend provides administrators all of the information they need to assess call center productivity levels and allocate resources with maximum effectiveness.

"Call center administrators need to anticipate the impact that rapid growth can have on the performance of their systems," says David Pickering, manager of telephony product development, Oracle Corp. (Nasdaq: ORCL), Redwood Shores, Calif. "Transcend's real-time displays and reports-on-demand leverage the proven experience of Oracle on Windows NT Server to help provide administrators with reliable, consistent access to critical information."

#### Rockwell Electronic Commerce Division

Rockwell Electronic Commerce Division ([www.ecd.rockwell.com](http://www.ecd.rockwell.com)) is a leading supplier of mission-critical call center systems and personalized commerce applications. Rockwell designs, manufactures and services a suite of integrated call processing and workflow management technologies, including automatic call distributors, computer telephony integration software, Internet commerce applications, information collection, reporting and management systems, and call center systems integration and consulting services. For additional information, contact Rockwell Electronic Commerce Division, 300 Bauman Court, Wood Dale, IL 60191, or call 800-416-8199.

Rockwell (NYSE: ROK) is a global electronics controls and communications company with leadership positions in industrial automation, avionics and communications, and semiconductor systems with fiscal 1997 sales of approximately \$8 billion and 45,000 employees. Rockwell's world headquarters is located in Costa Mesa in Orange County, Calif.

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**Business Wire** Oct 24, 2000

**GMT Corp. Workforce Management Software for Call Centers  
is Now Compliant With Lucent Technologies ACD Switches;  
Provides Real Time Adherence for Agent Activity.**

Business Editors/High-Tech Writers

NORCROSS, Ga.--(BUSINESS WIRE)--Oct. 24, 2000

GMT Corp., a leading supplier of workforce management software, today announced that GMT Planet(TM) is compliant with Lucent Technologies (Nasdaq:LU) G3 ACD switch with CMS.

In addition to automatically importing information such as calls offered, handling time, etc., GMT Planet provides a real-time interface to the Lucent switch that captures all agent activities -- including whether the agent is on the phone, doing wrap-up work, unavailable for calls, etc. -- and transfers that information to GMT Planet. GMT Planet uses this as the input for agent state and real-time adherence (RTA) displays.

RTA lets the call center manager know whether there are any agents who are not adhering to the schedule. If agents who are scheduled to be on the phone or available for calls are in fact not in that state, service levels will suffer. RTA views enable the manager to monitor adherence and takes steps to correct any situations before they become problems. The manager can spot agents who have not clocked in for the day, or who are on a break when they shouldn't be.

GMT's Planet workforce management software is the industry's most versatile, easy-to-use workforce management software for call centers of all sizes and levels of complexity. The GMT program includes powerful scheduling and forecasting facilities that make it easy to create optimized staffing schedules for dynamic call volumes.

"Our products are ideal for dynamic call center environments because it gives managers fine control over call volume forecasting

and staffing," said Roger Avats, president of GMT Corp. "Conventional scheduling packages forecast staffing requirements by assuming a flat call handling time that is averaged over a one-week period. Moreover, they do not allow for monthly cycles in call volumes. This approach is inherently inefficient because call handling times vary throughout the day, which results in overstaffing during some periods, and understaffing during others."

GMT's call center management products optimize the scheduling process by using an average call handling time that is forecast in half-hour increments. Among the other features of the forecasting module are automatic seasonality analysis and adjustment as well as trend analysis. For catalog-based call centers, campaign-based forecasting is available. GMT Planet also calculates the staffing requirements needed to handle each queue based on the desired service level (x% of calls answered in y seconds) and maximum agent occupancy (total call handling time must not exceed x% of required agent man hours).

GMT increases agent quality-of-life by allowing managers to define "preferred," "available" and "available with prior contact" work times, and giving preference to scheduling agents during their preferred times. GMT also can boost agent morale (while maintaining staffing efficiency) by supporting both fixed and variable scheduling. This enables the call center to give preferred schedules to the most valuable agents while scheduling other agents to fill additional shifts on an as-needed basis. This capability is essential for retaining and recruiting experienced agents in the tight call center labor market. GMT imports historical call volumes and uses that information to predict future call volumes and average handling times by week of month, day of week and time of day. After calculating workload and staffing requirements, GMT applies agent availability to the call center's staffing requirement to generate employee schedules. To help managers assess the impact of changes in service level, call volumes and average handling times on weekly staffing before they occur, GMT provides a "What If" wizard. For example, users can ask, "What happens if call volumes increase by 20%?"

To achieve optimal agent utilization, GMT's call center products consider information such as break rules, employee availability (i.e., desired shift, sick leave and vacations), employee skills (i.e., sales, service, or the ability to speak multiple languages) and employee proficiency at a particular skill. Managers can also mark agents sick, find replacements using a single click, and ask the system which agents are available to work a specific shift (for last-minute staffing increases).

Managers can easily produce ready-to-post schedules (day, week, or month) and generate detailed efficiency and variance reports (showing forecast and schedule accuracy). Workforce schedules can be viewed and edited as schedule bars or tables, and emailed as well as printed. Call center managers can also zoom in on a particular

agent's schedule.

GMT is offering two Call Center Products -- GMT Planet - Jupiter Edition is a full full-featured program for larger call centers that require scalability and comprehensive reporting and management capabilities. GMT Planet - Mercury Edition is optimized for small call centers with 50 or fewer agents. To simplify installation and configuration for call center novices, Jupiter and Mercury are available for all 32-bit Windows operating systems.

#### About GMT Corp.

GMT Corp. is a leading supplier of workforce management software for the call center, banking and hospitality industries. The company's flagship product, GMT Planet - Jupiter Edition, provides the most advanced forecasting and scheduling capabilities of any workforce management product, making it easy for managers to create optimized staffing scenarios for real-world applications. The Jupiter edition also features high-level planning tools that help executive management make cost-saving workforce management decisions.

For additional information on any of GMT Corp.'s products and services, contact:

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